

# **A CATALOG OF MAJOR JOB RESPONSIBILITIES**

## **FOR USE IN THE JOB PERFORMANCE PLANNING AND EVALUATION PROGRAM**

**This catalog is specifically designed for classifications previously identified  
as using the 2C Specialized Form.**

**(See the next page for a listing of classifications previously associated with  
the specialized form identified above.)**

To be used for developing Job Performance Plans

September, 2008

## Special Form 2C

These Major Job Responsibilities and Descriptions of Exceptional Performance were derived from the specialized 2C Form and may be useful for the following classifications:

- Children's Services Corporal
- Children's Services Lieutenant
- Children's Services Officer
- Children's Services Sergeant
- Correctional Captain
- Correctional Clerical Officer
- Correctional Corporal
- Correctional Lieutenant
- Correctional Officer
- Correctional Sergeant
- Inmate Relations Coordinator

### GENERAL JOB PERFORMANCE AREAS

- 9201. SECURITY
- 9202. DEMONSTRATING CONCERN FOR INSTITUTIONAL NEEDS
- 9203. DELIVERY OF TREATMENT
- 9204. ATTENDANCE AND PUNCTUALITY
- 9205. PERSONAL CONDUCT/WORK HABITS
- 9206. USE OF WORKING TIME
- 9207. COMMUNICATION
- 9208. UTILIZATION OF EQUIPMENT AND SUPPLIES
- 9209. MAINTENANCE AND USE OF VEHICLES
- 9210. DISCIPLINE
- 9211. RECEIVING AND FOLLOWING ORDERS
- 9212. SUPERVISION OF INMATES/STUDENTS
- 9213. SUPERVISION OF EMPLOYEES
- 9214. TRANSPORTATION DUTIES
- 9215. TENNESSEE OFFENDER MANAGEMENT INFORMATION SYSTEM (TOMIS)
- 9216. SECURITY FOR SUPERVISORS

**9201.     SECURITY**

- 9201A.     Consistently makes accurate counts of inmates/students as required.
- 9201B.     Knows the whereabouts of all inmates/students under supervision.
- 9201C.     Demonstrates knowledge of, follows and enforces all required departmental policies, procedures and post orders.
- 9201D.     Effectively analyzes and appropriately responds to emergency situations in compliance with policies and procedures.
- 9201E.     Properly conducts institutional and post searches/inspections, and cell or room checks as required; continuously and effectively monitors work environment, reports deficiencies to immediate supervisor.
- 9201F.     Always exercises appropriate caution with firearms, chemical agents, or restraint equipment.
- 9201G.     Constantly stays on assigned post until properly relieved.
- 9201H.     Continually monitors activities of inmates/students to prevent destruction of property when possible; accurately documents all instances of property damage.
- 9201I.     Effectively assists in the apprehension of escapees when necessary.
- 9201J.     Always acts to minimize the risks of escapes.
- 9201K.     Makes appropriate sanitation, fire safety, and security inspections, and documents using required forms.
- 9201L.     Always follows appropriate chain of command.
- 9201M.     Prepares for, and effectively presents testimony before Legal/Administrative hearings or court as required; appears on set date and time.

**9202.     DEMONSTRATING CONCERN FOR INSTITUTIONAL NEEDS**

- 9202A.     Always accepts and enforces departmental and institutional changes in policies, procedures, and post orders, even if contrary to personal opinion.
- 9202B.     Willingly assumes additional duties or responsibilities when requested to do so.
- 9202C.     Accepts any shift and job changes without noticeable change in quality of work performance or reduction in job output.
- 9202D.     Effectively assists orientation and training of inexperienced employees.
- 9202E.     Constructively participates on committees when asked to do so.
- 9202F.     Consistently provides clear, accurate information and directions to visitors.
- 9202G.     Always attends, appropriately participates in, and effectively utilizes recommended or required training.

- 9202H. Projects a positive image to the public at all times through the use of proper language, dress, and behavior, while wearing a State uniform or duty related activities.
- 9202I. Communicates confidential information only to appropriate personnel.
- 9202J. Adjusts personal schedule to meet the needs of the department.

**9203. DELIVERY OF TREATMENT**

- 9203A. Effectively coordinates tutoring/instruction among students/inmates.
- 9203B. Always provides constructive feedback and guidance consistent with student's/inmate's intellectual ability.
- 9203C. Consistently monitors and documents progress of individuals towards completion of applicable goals and objectives (e.g. hygiene, etc)
- 9203D. Effectively plans, organizes, implements, and evaluates a well balanced program of activities (e.g. sports, games, crafts, etc.)
- 9203E. Appropriately utilizes positive and negative behavioral management techniques to achieve treatment plan goals and objectives.
- 9203F. Constructively participates in student/inmate evaluation systems; attends treatment team/unit team meetings and provides information as appropriate; accepts other responsibilities as instructed.
- 9203G. Always assists other staff in the delivery of treatment programs.

**9204. ATTENDANCE AND PUNCTUALITY**

- 9204A. Consistently reports for work when scheduled and in time for shift/post briefings, even during inclement weather.
- 9204B. Always uses discretion in the use of leave, and never abuses lunch period or annual, comp, or sick leave.
- 9204C. Any unscheduled absence or tardiness is personally reported to his/her shift supervisor prior to start of shift.
- 9204D. Except for emergency leave requests, always submits leave documentation in advance of expected use date.

**9205. PERSONAL CONDUCT/WORK HABITS**

- 9205A. Always dresses and grooms according to applicable departmental policies, and appropriately for the work to be performed.
- 9205B. Effectively maintains professional relationships with all employees and inmates.
- 9205C. Always accepts constructive criticism and takes appropriate steps to improve performance.

- 9205D. Never engages in horseplay with fellow employees or inmates/students.
- 9205E. Never uses duty station telephone, radio or computer terminal for idle conversation or personal business.
- 9205F. Follows and enforces all applicable policies and procedures.
- 9205G. Successfully completes and effectively utilizes required training.

**9206. USE OF WORKING TIME**

- 9206A. Evaluates tasks to be completed, continuously prioritizes them and gives urgent more important tasks immediate attention.
- 9206B. Work is accomplished in such a manner that new and/or additional assignments can be routinely taken on.
- 9206C. Always starts new assignments without delay.
- 9206D. Consistently finishes assignments on or before scheduled deadline or obtains permission from supervisor to extend schedule.
- 9206E. Always completes job assignment in a thorough, accurate, and dependable manner.
- 9206F. Properly completes assigned tasks with little or no supervision.
- 9206G. Routinely volunteers for extra duties without being asked to do so.

**9207. COMMUNICATION**

- 9207A. Informs other shifts and departments of any important matters related to the institution's operation.
- 9207B. Always follows departmental guidelines when communicating with the public, news media, and other outside agencies.
- 9207C. Communicates clearly and concisely; wording is always appropriate for the intended audience.
- 9207D. Responds appropriately to oral and written communication; seeks further clarification before, if necessary.
- 9207E. All reports are concise, accurate, and understandable, and are submitted in a timely manner.
- 9207F. Log entries are always clear, concise, accurate, and appropriate.
- 9207G. Orally informs oncoming shift of any unusual circumstances which may warrant special attention.
- 9207H. Always speaks clearly and appropriately when using the phone or radio.

**9208. UTILIZATION OF EQUIPMENT AND SUPPLIES**

- 9208A. Consistently requests appropriate supplies prior to shortages.

- 9208B. Required maintenance is always properly documented and reported.
- 9208C. Routinely follows proper procedures for using equipment (e.g., radios, telephones, computer terminals, etc.)
- 9208D. Never makes purchases or repairs without prior approval.
- 9208E. Always follows proper safety procedures.
- 9208F. Insures that all supplies and equipment are properly stored, maintained, and inventoried.
- 9208G. Proper procedures are always followed for the removal of broken or worn-out tools and equipment from institutional inventory.
- 9208H. All State-owned equipment temporarily or permanently moved to a new location has been approved by the institutional property officer, and proper forms are completed.
- 9208I. All toxic and flammable cleaning supplies are appropriately inventoried and documented.
- 9208J. Insures all fire and safety equipment is in functioning order, and documents accordingly.
- 9208K. Always properly controls, stores, and inventories all toxic caustic and flammable supplies, using required forms, and procedures.

**9209. MAINTENANCE AND USE OF VEHICLES**

- 9209A. Insures that all scheduled vehicle maintenance is performed.
- 9209B. Always insures that vehicle is cleaned after each use.
- 9209C. Checks vehicle for and documents any body damage; reports damage to supervisor.
- 9209D. Consistently maintains accurate vehicle log.
- 9209E. Follows proper institutional procedures and schedules for vehicle use.
- 9209F. Never uses motor vehicles in a manner which might jeopardize the safety of others or cause damage to the vehicle; obeys all traffic laws, including the use of seat belts.
- 9209G. Always properly secures vehicle after each use.
- 9209H. Insures that all fluid levels and tires are checked before each use.
- 9209I. Notifies immediate supervisor if drivers license is revoked.

**9210. DISCIPLINE**

- 9210A. Properly follows all departmental or institutional policies and procedures related to discipline of inmates/students.
- 9210B. Always administers corrective action fairly and consistently.

- 9210C. Behavioral expectations and consequences of violations are always clearly communicated to inmates/students.
- 9210D. Written documentation of rule violations is always concise, accurate, complete, and logically organized.

**9211. RECEIVING AND FOLLOWING ORDERS**

- 9211A. Correctly interprets and carries out orders without ever expressing inappropriate criticism.
- 9211B. Consistently works with the supervisor to clarify any misunderstandings or disagreements at an appropriate time and place.
- 9211C. Develops ways to implement orders which are in the best interest of the department and other employees.
- 9211D. Follows and appropriately enforces all custodial rules, regulations, post orders, policies, and procedures.

**9212. SUPERVISION OF INMATES/STUDENTS**

- 9212A. Constantly maintains appropriate professional relationships with inmates/students; does not encourage over-familiarity.
- 9212B. Always makes appropriate referrals.
- 9212C. Appropriate corrective action is consistently taken, actions are fully documented immediately when necessary.
- 9212D. When escorting inmates/students from one location to another, security and order is maintained at all times.
- 9212E. Always responds to inmates/students needs without violating their rights.
- 9212F. Documents all significant contacts with inmates/students, acts of appropriate and inappropriate behavior, and contacts with family members into TOMIS contact notes.
- 9212G. Consistently insures that standards of cleanliness are maintained in living units/posts.
- 9212H. Consistently insures that inmates/students are at work on time.
- 9212I. Consistently insures that inmates/students are working properly and safely, and are not abusing equipment.

**9213. SUPERVISION OF EMPLOYEES**

- 9213A. Constantly monitors work of subordinates and insures compliance with departmental policies, institutional policies, and post orders.
- 9213B. Criticism is always constructive, appropriate for the situation, and is tactfully given in the appropriate setting.

- 9213C. Decisions are always timely, appropriate, and effectively followed up.
- 9213D. Never asks subordinates to perform unreasonable, illegal, or unethical tasks.
- 9213E. Willingly provides correct information on policies and procedures, or makes appropriate referrals as appropriate.
- 9213F. Readily supports and effectively implements all changes in policies and procedures, even if contrary to personal opinions.
- 9213G. Properly trains personnel in departmental and institutional procedures and policy.
- 9213H. Always sets positive examples for subordinates.
- 9213I. Accurately conveys information from shift and department meetings and from other staff to line personnel as it becomes available.
- 9213J. Consistently and fairly enforces personnel policies and procedures; promotes positive employee relations.
- 9213K. Accurately assesses employee strengths and weaknesses and always sets realistic goals to achieve or maintain exceptional performance.
- 9213L. Effectively resolves any conflicts between employees before they interfere with job performance.
- 9213M. Always maintains a professional working relationship with subordinates.

**9214. TRANSPORTATION DUTIES**

- 9214A. Properly follows all applicable transportation policies and procedures.
- 9214B. Always familiarizes self with records of inmates/students to be transported.
- 9214C. Always searches vehicles and inmates/students to be transported.
- 9214D. Consistently pre-plans and informs supervisor of the route to be traveled.
- 9214E. Always checks security and safety equipment to insure that it works properly.
- 9214F. Always uses restraint equipment appropriate for the security classification of the inmate/student.
- 9214G. Only makes emergency stops; notifies both home institution and destination if any emergency stops occur.
- 9214H. Insures seat belts are utilized when appropriate.

**9215. TENNESSEE OFFENDER MANAGEMENT INFORMATION SYSTEM (TOMIS)**

- 9215A. Follows all Departmental, Institutional and/or Divisional policy and procedures when signing on or off TOMIS.
- 9215B. Consistently performs updates accurately to the TOMIS system.
- 9215C. Updates to data in the TOMIS system are always made in a timely manner; supervisor is notified if problems arise.

- 9215D. Immediately reports all equipment failures to appropriate personnel.
- 9215E. Never gives access to restricted conversations.
- 9215F. Promptly notifies immediate supervisor in the event of any failed password or if access to TOMIS is ever denied.

**9216. SECURITY FOR SUPERVISORS**

- 9216A. Always insures compliance with departmental policy for inmate passes.
- 9216B. Provides effective guidance and/or disciplinary actions as necessary.
- 9216C. Consistently insures that the appropriate staff makes regular post checks and signs post orders confirming personal daily visits to segregation units, randomly checks TOMIS/computer screen to verify that orientation is being entered.
- 9216D. Always monitors visitation to insure proper operation of the area in accordance with policy requirements.
- 9216E. Consistently monitors shakedown/reception and always insures that methods of search of employees are rotated to discourage the introduction of contraband.
- 9216F. Insures that all related documents governing attendance and leave is always completed and submitted as required by policy and procedures.
- 9216G. Prepares rosters and makes all assignments in accordance with TDOC and institutional policy requirements.
- 9216H. Insures that all staff under supervision receives training as mandated by the area, institution or department.
- 9216I. Always keeps the supervisor informed on all matters which may impact the productivity/operation of the area, department or unit.